

CONNECTION

LIBRARY OF CALIFORNIA

 CALIFORNIA
STATE LIBRARY
FOUNDED 1850

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Libraries from Around the State

California libraries plan for the future

With the dawning of the 21st century, societal trends within the United States and California are emerging that have implications for libraries. Librarians need to pay attention to these issues because of their potential effect on California libraries and on librarians' ability to serve their communities and/or their individual clientele.

Two recently published reports provide librarians with some guidance in identifying these issues.

Meta Information Services, a public opinion research firm hired by the California State Library (CSL), surveyed selected leaders, visionaries, and stakeholders in California and nationwide about the most critical issues facing American society and California within the next five years, and the potential impact libraries could have on effectively dealing with these issues. Meta Information Services researchers Judy Marston and Naomi Holobow interviewed and analyzed the responses of 30 California and other leaders about these issues. Here is a brief summary of their findings:

- The interviewees identified the following as the top three issues facing American society in the next five years:
 - the economic gap - the disparity between the rich and the poor; the haves and the have-nots
 - education
 - increasing globalization of trade, jobs, and products
- Issues confronting California within the next five years were categorized as of primary or of secondary importance:

PRIMARY

- Education

- Economic Development
- Protection of Natural Resources

SECONDARY

- Population Growth
- Protection of Natural Resources
- Immigration



- The interviewees proposed that libraries would have the greatest impact on California in the following ways:

- leveraging applications of technology
- increasing accessibility and availability (i.e. increased hours of operation, outreach to the underserved, etc.)
- acting as a community center
- having libraries adopt a civic leadership role
- focusing on literacy for both children and adults
- reaching out to non-users (children, teenagers, immigrants, non-English speakers, computer illiterates)
- developing partnerships with schools, the media, corporations, and the information industry
- providing training

The results of this survey are being used to help provide a direction for CSL as it develops a long-range strategic plan for implementing the federal Library Services and Technology Act (LSTA) in the state, and in helping assess the goals and priorities of the current 5-year state plan for LSTA, and in determining whether those goals should be changed.

Another recent study of importance to libraries

please see Future, page 2

Library of California board information available on LoC website

Biographical sketches and other information about the Library of California board can be found on the LoC website (www.library.ca.gov/loc/board/). Currently there are 11 board members and two vacancies. The vacancies will be gubernatorial appointees for academic libraries and special libraries. The current members of the LoC board are:

- **James R. Dawe**, president
Represents: Public Library Trustees and Commissioners (CLSB);
Public Libraries (LCB)
Residence: San Diego, CA
- **Victoria Fong**, vice president
Represents: Special Libraries (CLSB and LCB)
City: Tiburon, CA
- **Maurice Calderon**
Represents: Limited & Non-English Speaking (CLSB); General Public (LCB)
City: San Bernardino, CA
- **Ed Harris**
Represents: Economically Disadvantaged (CLSB); School Libraries (LCB)
City: Weed, CA
- **John Kallenberg**
Represents: Public Libraries (CLSB and LCB)
City: Fresno, CA
- **Jane Lowenthal**
Represents: General Public (LCB)
City: Encino, CA
- **Mary Purucker**
Represents: School Libraries (CLSB and LCB)
City: Malibu, CA
- **Michael Spence**
Represents: Public-at-Large (CLSB);
General Public (LCB)
City: West Covina, CA
- **Susan Steinhauser**
Represents: Public-at-Large (CLSB);
General Public (LCB)
- **Sally Tuttle**
Represents: Public-at-Large (CLSB);
General Public (LCB)
City: Mokelumne, CA
- **Kim Wang**
Represents: Academic Libraries (CLSB and LCB)
City: Torrance, CA

from page 1

Future

and librarians is the "big picture" information found in the November 2000 issue of *California Journal*.¹ Political editors interviewed political candidates, congressional and legislative staffs, and political consultants in order to obtain information about the top ten issues facing California voters. Not surprisingly, there is convergence between some of the Meta Information Services results and those found by *California Journal*. Although fairly general trends, many of these issues have implications for libraries. Listed in priority order, the top 10 issues facing California voters, according to this survey, are:

- Education
- Health Care
- Transportation
- Environment
- Economic Development
- Public Safety
- Water
- Growth/Sprawl

- Affordable Housing
- Social Security

The Meta Information Services report, *Final Summary Report of In-Depth Interviews with Visionaries and Stakeholders*, was supported by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the state librarian. The report is expected to be available in the future on the California State Library website at www.library.ca.gov.

To obtain copies of the Meta Information Services report, and for further information about revision of the LSTA State Plan, contact Jay Cunningham, LSTA coordinator, CSL, at (916) 653-8112, or by email to jcunningham@library.ca.gov.



School libraries in Sierra Valley region connect to electronic databases

Electric Library, one of the databases licensed by the Sierra Valley Library Network of the Library of California, is enabling students in many elementary, junior, and senior high schools located in northern California to do their research online.

James Dawe, president of the LoC board, says that by offering the Electric Library to libraries within the region a significant step has been taken toward fulfilling the mandate of the legislation in establishing a statewide network of libraries that benefits all the residents of California.

The Sierra Valley Library Network comprises 15 northern California counties, including Sacramento, Yolo, and Merced counties. Public and private libraries in the region can decide to join the LoC and share resources with other libraries, as well as participate in cooperative purchasing and database licensing opportunities. The Electric Library is one of these cooperative licensing opportunities.

K-8 students in the Wheatland School District access Electric Library in their classroom, library, computer lab, and at home. Parents and teachers also have access from each of the school's library websites (www.wheatland.k12.ca.us/libraries.htm). District Librarian Jim Collins reports rave reviews, especially from parents who help their children find current articles from an extensive database of magazines that includes a wide range of interests and reading levels.

"We searched for an online periodical database which was age and interest appropriate," Collins recalls. "Electric Library offers a simple search method for even our youngest students. At the lower grades, students can search *Ranger Rick* for animal articles. In the upper grades, students find supplementary material in *Time* and *U.S. News*. Best of all, the search interface is easy, and the resources are extensive. I don't know how we managed without it."

Penny Kastanis, a coordinator of library credential training at California State University, Sacramento, said that school librarians are especially pleased to be able to add Electric Library to their other Internet resources. "Through the Electric Library they have access to transcripts of news broadcasts, newspaper articles, television scripts, and other kinds of media," she noted.

"As soon as they see what is available to them through this database, they get very excited."

The Electric Library is an online database of magazines, newspapers, books, pictures, and television and radio transcripts, all of which is available through the Internet. Approximately 120 schools in the 15 northern California

counties have access to the Electric Library through the LoC. The public library and community college library members of the Sierra Valley Library Network have access, also, as well as the member libraries within the Golden Gateway Library Network in the Greater Bay Area of California.

The LoC is a law passed in 1998 to improve all Californians' access to

library resources statewide by linking together school, college and university, public, and special libraries so they can share resources. The Sierra Valley Library Network is one of seven regional library networks under the LoC, and includes the following counties: Alpine, Amador, Calaveras, El Dorado, Merced, Mono, Nevada, Placer, Sacramento, San Joaquin, Stanislaus, Sutter, Tuolumne, Yolo, and Yuba.

Other LoC regional library networks have made access available to other licensed databases considered appropriate to their particular membership. More information about these databases will be featured in future issues of *Connection*.

For more information about the Electric Library in the Sierra Valley Library Network, contact Judy Lane, reference coordinator at the Mountain Valley Library System, at (916) 264-2722, or by email to jlane@ns.net.

For general information about the Sierra Valley Library Network, visit their website at www.sierravalley.org. For further information about the network, contact Darla Gunning, Sierra Valley Library Network contact, at (209) 937-8630, or by email to djg.4999@usa.net. To view the websites of the other regional library networks, see www.library.ca.gov/loc/regional/r_projects/index.cfm.

For general information about the Library of California, see the LoC website at www.library.ca.gov/loc/. For further information, contact Diana Paque, Library of California director, at (916) 653-7183, or by email to dpaque@library.ca.gov.



Library of California November board meeting

The following are highlights from the Library of California board meeting on November 9-10 in Santa Clara:

1. Election of board officers for 2001

The board voted unanimously that the Library of California board elect James R. Dawe as president and Victoria F. Fong as vice president of the LoC board for the year 2001.

2. Regional Library Networks

The board voted unanimously to accept the applications of the Arroyo Seco Library Network, the Heartland Library Network, the Sierra Valley Library Network, and the Tierra del Sol Library Network.

3. Regional Library Network Plans of Service Funding

The board authorized the expenditure of \$2,527,000 to support partial implementation of the LoC regional library network plans of service. Expenditure of funds will be limited to the following program categories: reference and information services, delivery, training, administration (including development and support of the network council), public relations, telecommunications, and intraregional communications. These program categories were chosen because the LoC Act states that a regional library network should provide these services to its members. Each regional library network received the same base level of funding of \$361,000 for the period of January - June, 2001 for startup costs and while formula and standards of service levels are being developed for the seven program categories mentioned above.

4. Interlibrary Loan Pilot Program

The board voted unanimously to allocate \$300,000 of fiscal year 2000/2001 LoC funds to extend the current interlibrary loan pilot program through June 30, 2001. The board also voted unanimously to require all libraries enrolled in this pilot program to become a member or participating library of a regional library network of LoC by July 1, 2001.

5. Regional Library Network Membership Issues

The board voted unanimously that membership applications received by the LoC board by December 31, 2000 are eligible to receive membership benefits and services during the 2000/2001 fiscal year if their applications are approved at the February 2001 LoC board meeting. Membership applications received after this date will be considered for membership benefits during the 2001/2002 fiscal year.

6. California Library Services Act Transition Program

The board voted unanimously to request an opinion from the state attorney general's office on transition issues concerning the CLSA systems (as identified in the LoC Act and in CLSA), and that a subcommittee of the board be charged with developing and submitting specific questions to be addressed in the opinion.

7. CLSA Statewide Data Base Program

The board voted unanimously to spend up to \$148,140 of the remaining fiscal year 2000/2001 funds for grants to enrich or enhance the catalog records of public libraries.



Update from the California Center for the Book

Fresno County Library has recently hosted two California Center for the Book events. Fresno residents had the opportunity to view the political process through Hollywood's lens at the library's political film festival October 28 & 29. "Cooks and their Books" is a new series that allows library patrons to commit the cardinal sin of eating and drinking in the library as local cookbook chefs share their favorite recipes. The first program, on November 2nd, featured *Puddings from A to Z: Almond Cream to Zucchini* by Fred Brengelman.

Dr. Gene Golovchinsky, senior research scientist at FX Palo Alto Laboratory, discussed "Reading e-books: the Present and Future of Electronic Reading" at UCLA in October. This program was co-sponsored with the UCLA Department of Information Studies' Forum for the Study of Print and Electronic Culture.

In November at UCLA, Prof. Julie Cohen of Georgetown University Law Center discussed Intellectual Property, Information Privacy, and Intellectual Freedom. Her talk was co-sponsored with the UCLA Department of Information Studies and the UCLA School of Law.

Children of all ages enjoyed the Santa Monica Public Library Children's Book Festival Nov 18th. The festival encouraged children through

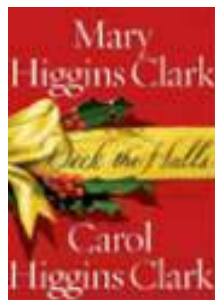
the fifth grade to get excited about books and reading. It featured award-winning children's authors and illustrators Sid Fleischman, Karen Winnick, Kathryn Hewitt, Katy Rydell, and included storytellers, readers, a puppet show, a poetry workshop, crafts, hands-on activities, and a special demonstration and workshop on pop-up books. The festival was sponsored by the Friends of the Santa Monica Public Library, with additional support from the California Center for the Book, Target Stores, and Aaroe Associates Charitable Foundation.

In December, the center's Video Author Visits program will feature Mary Higgins Clark and her daughter Carol



Higgins Clark. The writers will discuss their new book, *Deck The Halls*, with center director Sid Berger, and the event will be videoconferenced live to audiences in Redding, Nevada City, Woodland, Palm Springs, and Yuba City.

For general information about the California Center for the Book, visit our website at www.calbook.org. For further information about center programs, contact Natalie Cole at (310) 206-9361, or by email at cfb@ucla.edu.



In December •

As part of our Video Author Visits series, Mary Higgins Clark and Carol Higgins Clark will discuss their a holiday-themed mystery titled "Deck the Halls" with California Center for the Book Director, Sidney Berger. The authors will be videoconferenced from New York city with local audiences at Shasta College and Sutter County Library. This talk will also be videostreamed over the Internet, and audience members may appear briefly on the webcast.

Monday, December 18, 2000 at 12 noon.

Mary Higgins Clark, America's "Queen of Suspense," and her daughter, best-selling suspense writer Carol Higgins Clark, make their debut as co-authors in the Christmas novel, *Deck the Halls*.

Two sleuths join forces *Deck the Halls* -- Alvirah Meehan, the famous lottery winner and amateur investigator who has appeared in several previous books by Mary Higgins Clark, and Regan Reilly, the savvy young Los Angeles detective featured in the novels of Carol Higgins Clark.



Santa Monica Public Library offers virtual reference service

Under a new federally funded program, Santa Monica Public Library is offering interactive reference services to Los Angeles and Orange county residents. This is made possible through the use of special software that allows library patrons and librarians to communicate with each other electronically in real time over the Internet.

Susan McGlamery, coordinator for the 24/7 Reference project, says that this software, generically known as call center software, enables reference librarians to provide real time assistance to their users through the WorldWide Web.

When patrons log on to a library website looking for information, the software will allow the librarian to guide them around the web, directing them to quality sites using a technique called 'follow-me browsing.' The librarian may also choose to "push" selected web pages to the patrons' Internet browser using the 'page-sharing' technique. If patrons decide they would like to search a database or online library catalog on the web, the librarian and patron can work together to fill out a search form using the call center software's 'form-sharing' capabilities. The software works both ways so that patrons can push web pages to the librarian's browser, or they can use 'form-sharing' to show exactly what they have entered in a search form. Throughout the session the library patron and reference librarian can talk back and forth using either the software's built-in chat function, or by phone if the patron has an additional phone line. When the reference transaction is finished, the software sends a complete transcript of the session, including the chat conversation and all the web addresses visited, to the library patron's email for future reference.

Santa Monica Public Library has been offering this service since July 1, 2000, and it is currently available on Saturdays from 10:00 a.m. to 5:00 p.m. and on Sundays from 1:00 p.m. to 4:40 p.m. Other libraries within Los Angeles and Orange counties, including Los Angeles, Alhambra, Fullerton, and Orange public libraries, will offer the service to the public in January 2001. Several academic libraries, such as the University of California, Los Angeles and the University of California, Irvine

libraries, will begin using the software during the winter quarter to assist students and faculty. In the spring, the Library of Congress in Washington, D.C., will join the Metropolitan Cooperative Library System (MCLS) Reference Center in using the software to offer access to subject specialists.



Besides the benefit of enhancing library service to its library users, Nancy O'Neill, reference services supervisor at the Santa Monica Public Library, sees the 24/7 project as an opportunity for reference staff to enhance their reference skills, and for the library to collaborate with other libraries

to provide a broader range of collective services to the communities they serve. According to McGlamery, the provision of services such as 24/7 Reference is critical because more people are using the Internet to obtain information, and they need their information at times when the library is not open. "While nothing can replace the quality of service a person receives at the reference desk in a library, hopefully the 24/7 Reference project and others like it will approximate that same level of service and do it 24 hours a day, seven days a week."

The Golden Gateway Library Network in the Greater Bay Area is also developing a 24/7 Reference project with a commercial library vendor, Library Systems and Services (LSSI). It will be available in early 2001.

This project is supported in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the state librarian.

For general information about the 24/7 Reference project, visit their website at www.247ref.org. For further information, or to test the software, contact Susan McGlamery, reference coordinator for the Metropolitan Cooperative Library System, at (213) 228-7568, or by email to susanmcls@yahoo.com; or contact Liz Gibson, assistant bureau chief, Library Development Services, California State Library, at (916) 653-6752, or by email to lgibson@library.ca.gov.

Digitization Toolkit workshop at CLA gives librarians useful guidelines

At the recent California Library Association (CLA) conference in Santa Clara, the California State Library (CSL) presented a workshop highlighting some of the latest activities and issues in the burgeoning field of digitization.

process by providing references and resources about digitization as well as giving advice on the grant proposal process for possible Library Services and Technology Act (LSTA) funding.

Among the essential points made by the panel of experts were that access and preservation are paramount concerns for digitization projects. They also emphasized that digitization doesn't necessarily result in cost savings, but it does make previously unavailable documents, photographs, or other library materials available in a permanent format for library users. Because of this, libraries with digitized materials must make sure that money and other needed resources are available to maintain them for future use.

In conjunction with numerous digitization projects in California and several multi-state efforts, the CSL has created standards to help guide projects so that resources are effectively used. The California State Library Metadata Standards and California State Library Scanning Standards have been published with the assistance of state and national experts in this area.

The CSL metadata and scanning standards are available on the CSL website at www.library.ca.gov/html/grants.html under the heading of "Digitization Standards." For further information, contact Ira Bray, electronic information resources consultant, CSL, at (916) 653-0171, or by email to libray@library.ca.gov. Ira can also provide additional

information on the workshop and on CSL efforts to assist digitization programs in California.

General information and application materials on LSTA for fiscal year 2001/2002 are also available on the CSL website at www.library.ca.gov/html/grants.html.



Stephen Klein, left, regional administrator at the County of Los Angeles Public Library, sharing his hors d'oeuvres with David McFadden, senior reference librarian at the Southwestern School of Law Library, in San Jose's Tech Museum during the CLA conference in November. Klein, a graduate of the University of California at Berkeley School of Librarianship, began his career driving a bookmobile in Lake County.

Librarians gather in Santa Clara

The annual California Library Association convention drew approximately 1,300 librarians to Santa Clara in mid-November, days after the U.S. elections.

As part of the California Millennium Conference at the convention, State Librarian Kevin Starr presented an overview of libraries in California's past and future. Starr emphasized that libraries were started by the Gold Rush pioneers and have been an integral part of California culture ever since. "The need for libraries has just begun," Starr declared. "What a privilege to be a librarian at the dawn of this millennium."

The theme of the Millennium Conference was to look forward into the new millennium, and the purpose was to prepare librarians to meet the challenges that lie ahead.

A reception in San Jose's Tech Museum on Saturday evening drew a large crowd. Librarians could enjoy a wide array of hors d'oeuvres while inspecting displays of computer and robotic technology.

Digitization projects are of great interest to many libraries now that improved technology and network access has made the ability to utilize digital resources more widespread and reliable. Digital projects present a multitude of challenges for librarians to consider in the midst of this evolving landscape. The CSL assists in this

2001

January 12, 2001

LSTA fiscal year 2001/2002 proposals due

January 12-17, 2001

American Library Association (ALA) Midwinter meeting,
Washington, DC

February 14-16, 2001

Library of California board meeting, Riverside

March 1-3, 2001

Public Library Association (PLA) Spring Symposium, Chicago

March 15-18, 2001

Association of College and Research Libraries (ACRL)
National Conference, Denver

April 25-27, 2001

Library of California board meeting, Sacramento

June 9-14, 2001

Special Libraries Association Annual Conference, San Antonio

June 14-20, 2001

ALA Annual Conference, San Francisco

June 27-29, 2001

Library of California board meeting, Fresno

August 15-17, 2001

Library of California board meeting, San Diego

October 31-November 2, 2001

California School Libraries Association (CSLA)
Annual Conference, Long Beach

November 14-18, 2001

American Association of School Librarians (AASL)
National Conference, Indianapolis, IN

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Dr. Kevin Starr

State Librarian

(916) 654-0174

kstarr@library.ca.gov

Robert Daseler

Communications

Editor

(916) 654-0108

rdaseler@library.ca.gov

Christopher Berger

Library Development Services

Assistant Editor

(916) 653-8313

cberger@library.ca.gov

Library of California Board

James Dawe, Esq.

President

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Please submit articles or
suggestions to the *Connection*
editor, Robert Daseler.



CALIFORNIA
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California State Library
914 Capitol Mall
P.O. Box 942837
Sacramento, CA 94237-0001

Library of California Board
900 N Street, Suite 500
Sacramento, CA 94237-0001

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